

AMERICAN CUSTOMER SATISFACTION INDEX SCORES

The ACSI is comprised of three questions, which are weighted and converted into an average based on a score of 0-100. All three ACSI questions must be answered for the index to be calculated and for a response to be considered as part of the official response rate.

As the chart below shows, Overall Satisfaction remains high at 77.4%. The scores for the customer's expectations and ideal services also remain high.

	Number of Responses	Mean	Standard Deviation
Overall Satisfaction	74	77.4	21.6
Compared to Expectations	74	74.3	23.6
Compared to the Ideal	74	71.4	24.8
ACSI	74	74.6	22.0

EMPLOYERS WERE ASKED IF THEY HAVE USED ANY OF THE FOLLOWING:

LABOR MARKET INFORMATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	5.6	8.0	8.0
	No	67	62.0	89.3	97.3
	Don't know	2	1.9	2.7	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

JOB LISTING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	73	67.6	97.3	97.3
	No	2	1.9	2.7	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

TARGETED RECRUITMENT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	1.9	2.7	2.7
	No	71	65.7	94.7	97.3
	Don't know	2	1.9	2.7	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

ON-THE-JOB TRAINING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	3.7	5.3	5.3
	No	71	65.7	94.7	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

CUSTOMIZED JOB TRAINING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	74	68.5	98.7	98.7
	Don't know	1	.9	1.3	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

APPLICANT TESTING AND SCREENING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	14.8	21.3	21.3
	No	55	50.9	73.3	94.7
	Don't know	4	3.7	5.3	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

INFORMATION SEMINARS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	2.8	4.0	4.0
	No	72	66.7	96.0	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

TAX CREDIT CERTIFICATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.9	1.3	1.3
	No	74	68.5	98.7	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

JOB FAIRS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	4.6	6.7	6.7
	No	69	63.9	92.0	98.7
	Don't know	1	.9	1.3	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

EMPLOYER INTERNET SERVICES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	16.7	24.0	24.0
	No	57	52.8	76.0	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

ANY OTHER SERVICE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	1.9	2.7	2.7
	No	73	67.6	97.3	100.0
	Total	75	69.4	100.0	
Missing	System	33	30.6		
Total		108	100.0		

CJT/OJT, INCUMBENT WORKER TRAINING

STAFF UNDERSTOOD NEEDS REGARDING CJT/OJT/INCUMBENT WORKER TRAINING.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Moderately well	2	1.9	33.3	33.3
	Very well	4	3.7	66.7	100.0
	Total	6	5.6	100.0	
Missing	System	102	94.4		
Total		108	100.0		

PAPERWORK PROCESS FOR CJT/OJT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither easy nor difficult	1	.9	16.7	16.7
	Somewhat easy	2	1.9	33.3	50.0
	Very easy	2	1.9	33.3	83.3
	Not applicable	1	.9	16.7	100.0
	Total	6	5.6	100.0	
Missing	System	102	94.4		
Total		108	100.0		

TARGETED RECRUITMENT

JOB SEEKERS INTERVIEWED DURING TARGETED RECRUITMENT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All of the job seekers	1	.9	100.0	100.0
Missing	System	107	99.1		
Total		108	100.0		

FACILITIES AND PHYSICAL ENVIRONMENT AT THE OFFICE WHERE THE RECRUITMENT TOOK PLACE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	1	.9	100.0	100.0
Missing	System	107	99.1		
Total		108	100.0		

JOB FAIRS

EFFECTIVENESS OF JOB FAIR IN MEETING NEED TO RECRUIT NEW EMPLOYEES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat effective	4	3.7	66.7	66.7
	Moderately effective	1	.9	16.7	83.3
	Extremely effective	1	.9	16.7	100.0
	Total	6	5.6	100.0	
Missing	System	102	94.4		
Total		108	100.0		

FACILITIES AND PHYSICAL ENVIRONMENT AT JOB FAIR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Moderate	3	2.8	50.0	50.0
	Good	1	.9	16.7	66.7
	Excellent	1	.9	16.7	83.3
	Not applicable	1	.9	16.7	100.0
	Total	6	5.6	100.0	
Missing	System	102	94.4		
Total		108	100.0		

NUMBER OF JOB FAIRS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Keep the same number of job fairs	4	3.7	66.7	66.7
	Increase the number of job fairs	1	.9	16.7	83.3
	Not applicable	1	.9	16.7	100.0
	Total	6	5.6	100.0	
Missing	System	102	94.4		
Total		108	100.0		

JOB LISTING

HELPFULNESS OF STAFF PERSON TAKING JOB ORDERS

Nearly all employers surveyed, reported that they had submitted a job listing. These employers give high marks to the staff person who took their job orders.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Slightly helpful	1	.9	1.4	1.4
	Somewhat helpful	8	7.4	11.1	12.5
	Moderately helpful	14	13.0	19.4	31.9
	Very helpful	40	37.0	55.6	87.5
	Not applicable	9	8.3	12.5	100.0
	Total	72	66.7	100.0	
Missing	System	36	33.3		
Total		108	100.0		

LEVEL OF FOLLOW-UP

69.4% of the employers surveyed, reported that the follow-up to their job order was adequate. However, 22.2% reported that the level of follow-up was either no follow-up or inadequate follow-up. While most of the employers feel that the Kentucky One-Stop job orders are adequate, data clearly indicates that each One-Stop has room to improve the follow-up service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No follow-up	12	11.1	16.7	16.7
	Inadequate follow-up	4	3.7	5.6	22.2
	Adequate follow-up	50	46.3	69.4	91.7
	Not applicable	6	5.6	8.3	100.0
	Total	72	66.7	100.0	
Missing	System	36	33.3		
Total		108	100.0		

JOB SEEKERS REFERRED MET REQUIREMENTS

42.3% of employers reported that most or all of the job seekers referred to them met the requirements of their job orders. These numbers keep decreasing every quarter. Clearly, given the importance of referrals to Kentucky's employers, this issue needs to be investigated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None of the job seekers	1	.9	1.4	1.4
	Few of the job seekers	11	10.2	15.5	16.9
	Some of the job seekers	21	19.4	29.6	46.5
	Most of the job seekers	24	22.2	33.8	80.3
	All of the job seekers	6	5.6	8.5	88.7
	Not applicable	8	7.4	11.3	100.0
	Total	71	65.7	100.0	
Missing	System	37	34.3		
Total		108	100.0		

LABOR MARKET INFORMATION

EMPLOYERS WERE ASKED TO RATE ON A SCALE OF 1 TO 10, HOW USEFUL WAS THE LABOR MARKET INFORMATION THE STAFF PROVIDED?

	Number of Responses	Mean	Std. Deviation
How useful was the labor market information the staff provided?	5	6.8	2.5

EMPLOYERS WERE ASKED TO RATE ON A SCALE OF 1 TO 10, HOW TIMELY WAS STAFF RESPONSE TO YOUR REQUEST?

	Number of Responses	Mean	Standard Deviation
How timely was staff response to your request?	5	7.8	2.5

EMPLOYERS WERE ASKED TO RATE ON A SCALE OF 1 TO 10, HOW MUCH DID STAFF'S RESPONSES SHOW AN UNDERSTANDING OF YOUR BUSINESS NEEDS?

	Number of Responses	Mean	Standard Deviation
How much did staff's response show an understanding of your business needs?	5	8.0	3.1

**EMPLOYERS WERE ASKED TO RATE ON A SCALE OF 1 TO 10,
RECOMMEND SERVICES AND USE SERVICES AGAIN**

	Number of Responses	Mean	Standard Deviation
Would you recommend these services to other employers with similar needs?	75	8.1	2.4
Would you use these services again if you had similar needs?	75	8.7	2.0